Internet & Communication

Internet

On-Campus

Yale University has free high-speed wifi all over campus [1] (YaleSecure) for anyone in the Yale Community with NetID. If you don't have a NetID, you can still use the more limited YaleGuest network.

If you are experiencing connection issues on campus, contact the ITS Help Desk (see below for more information).

Off-Campus

There are a number of coffee shops and restaurants/bars that offer free wifi, however you are usually expected to make a purchase is you are occupying space inside. Chain cafes and restaurants such as Blue State Coffee and Starbucks always have free wifi. More options are available here [2].

To obtain high-speed cable or broadband DSL Internet service in your off-campus residence or graduate apartment, you will need to consult one of the outside providers in the area, such as GoNetSpeed [3], Frontier [4] or Comcast [5]. Yale University does not offer high-speed Internet access in any off-campus housing.

If you are off-campus and need to use resources available only on-campus, you will need to use the Yale VPN [6].

Voice & Video

Apps & Online Platforms

There are a variety of apps and online platforms that make communication easier, such as Zoom, FaceTime, Skype, Viber, and WhatsApp. However, you and your loved ones should make sure that you can download and use these platforms without any restrictions.

VoIP

VoIP (Voice-over Internet Protocol) is a popular way for visitors to communicate internationally. Services such as Skype and Google Voice are the most well-known of these. Both services allow you to connect to another person on the platform for free. You can also make calls to telephones overseas for a small fee. These fees are generally much lower than a traditional telephone long distance call.

Yale NetID

The Yale NetID [7] is provided to most Yale students and scholars by their school or department. It allows access to the campus network and many University systems. Information Technology Services [8] (ITS) at Yale can

answer questions relating to NetIDs or Yale network connectivity.

If you're off campus and you need to log in with your NetID and password, you will need to dual authenticate with DUO Everywhere [9].

Getting Technology Help

For Students

The Student Technology Collaborative [10] is a fully student-staffed support group that offers hardware and software support, equipment loans, and more to Yale students. Check out their resources for new students [11].

For Scholars

The ITS Help Desk [12] is a technical support team that provides computing support services over the phone and via email.

- Call **(203) 785-3200** or **(203) 432-9000**, 24 hours a day, seven days a week, 365 days a year
- Email helpdesk@yale.edu [13]
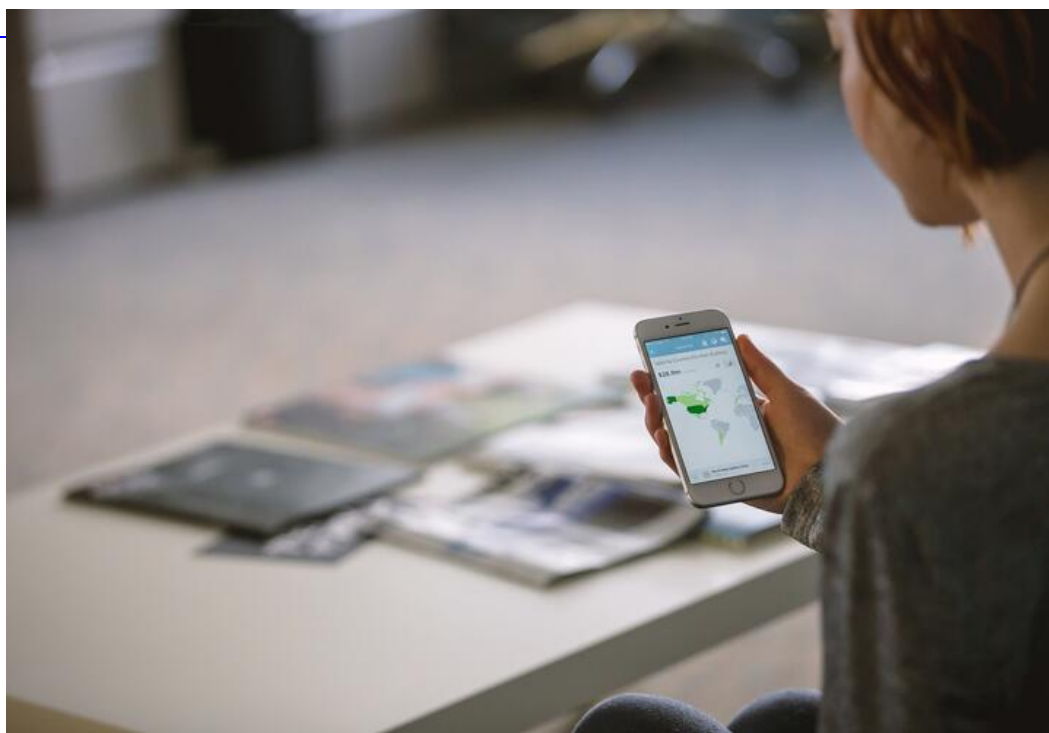- Visit the ITS Help Desk Web page [14] for other ways to connect with them

Cell Phones

You have the option to buy a cell phone here in New Haven or use a Sim Card in your current phone. If you are uncertain about the best options, other students from your home country will be the best sources of advice.

You can also check out the resources available below.

Hub Page View:

Cell Phones

How and where to get a mobile phone, FAQs, and U.S. cellular plan terminology.

[15]

Links
[1] https://yale.service-now.com/it?id=service_offering&sys_id=23d6549e4c0a4200a6c4d2030ee1d382 [2] https://www.yelp.com/search?find_desc=free%20wifi&find_loc=New%20Haven%2C%20CT [3] http://gonetspeed.com/ [4] https://frontier.com/ [5] https://www.xfinity.com/ [6] https://yale.service-now.com/it?id=support_article&sys_id=0a16c0a92b93e840fcb01abf59da15d6 [7] https://veritas.its.yale.edu/netid/ [8] https://its.yale.edu/services/accounts-and-access [9] https://yale.service-now.com/it?id=service_offering&sys_id=4f77f3ab20a8c200fcb0b29c0961f56d [10] https://studenttechnology.yale.edu/ [11] https://studenttechnology.yale.edu/new-students [12] https://yale.service-now.com/it?id=get_help [13] mailto:helpdesk@yale.edu [14] https://its.yale.edu/it-help-and-support [15] https://oiss.yale.edu/campus-community-life/for-students/practical-matters/internet-communication/cell-phones